Electronic Eye Referrals System

Business Continuity Plan (Cinapsis platform)

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| Document Control				
Version	Date	Author	Status	Comments
0.1	17/04/2024	Cassie Conway	Draft	Initial draft
0.2	20/04/2024	Cassie Conway	Draft	Updated following comments from OCS hub, LOC Lead
0.3	01/05/2024	Cassie Conway	Draft	Updated to add contingency for failure of eRS interface and eRS failure.
1	03/05/2024	Cassie Conway	Live version	Updated SWIFT Queue link
1.1	29/05/2024	Cassie Conway	Live version	Updated Comms distribution

Advice for Cinapsis users

Should a Cinapsis user become aware of an issue with the Cinapsis system, the first point of contact is Cinapsis support: https://support.cinapsis.com/hc/en-gb

- There are a number of articles, covering many different topics and common issues
- You can access the live chat feature, email support support@cinapsis.org or call 0203 8580124

In the event of a system outage
- Cinapsis to fix/restore within 24 hours (issue work around in 4 working hours).
- If logon to the Cinapsis system is possible – A banner alert will appear on the Cinapsis webpage to alert of the outage.
- If logon to the Cinapsis system is not possible, then an alert will appear on the Cinapsis homepage.
- Should an outage occur out of core business hours, users will be notified via the Cinapsis system/webpage.
- NHS CW ICB are subscribed to receive service issue alerts through a nominated email address: cwicb.electivecare@nhs.net
- OCS are subscribed to receive service issue alerts through a nominated email address: **cwicb.cw-ophthalmologyservice@nhs.net**
- Cinapsis service status can be viewed via this page https://status.cinapsis.org/
- Should there be an outage which cannot be resolved in a timely manner the Cinapsis support team will issue further communications to the ICB through the nominated email address which will be disseminated as follows:

Stage 1 - Cinapsis Failure, (Up to and including 7 days)
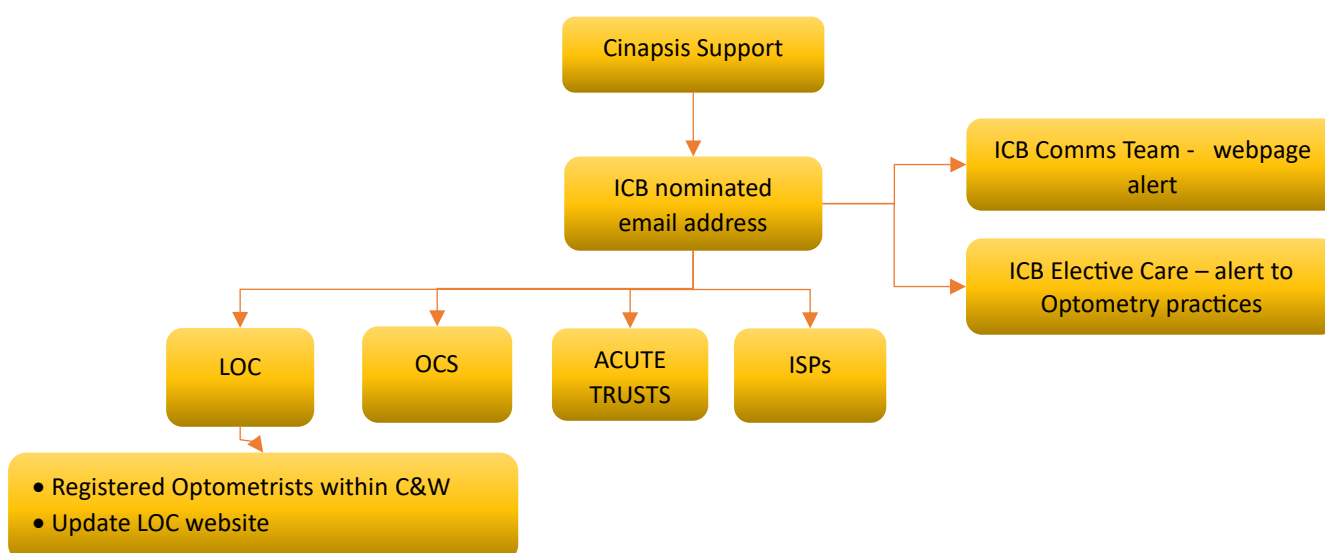
In the event of Cinapsis 'being down' it is unlikely that access to input referrals will be possible, Optometrists should:

For urgent referrals (Wet AMD/DMO/RVO):

- With immediate effect following outage: Complete a GOS 18 form and email urgent referrals to OCS hub using email address: **cwicb.cw-ophthalmologyservice@nhs.net**
- The OCS will process referrals onto eRS.

For routine referrals:

- Hold referrals within the practice for the first 7 days.
- Complete a GOS 18 form for each referral.
- If resolved within 7 days, upload the GOS 18 referral forms onto Cinapsis system once restored using the GOS 18 upload function.
- Should the issue continue to persist for longer than 7 days, please refer to stage 2 of the Cinapsis Failure plan below.

Emergency referrals should continue to be sent via Swift Queue
https://www.swiftqueue.co.uk/timescreen.php?id=$2y$10$WYSxHSzt2Qq8GrwER0YtlOUreIRTP
YWNsZ/cpb9sUt2moaxFzjUEu&rid=1098

Stage 2 - Cinapsis Failure, (in excess of 7 days)
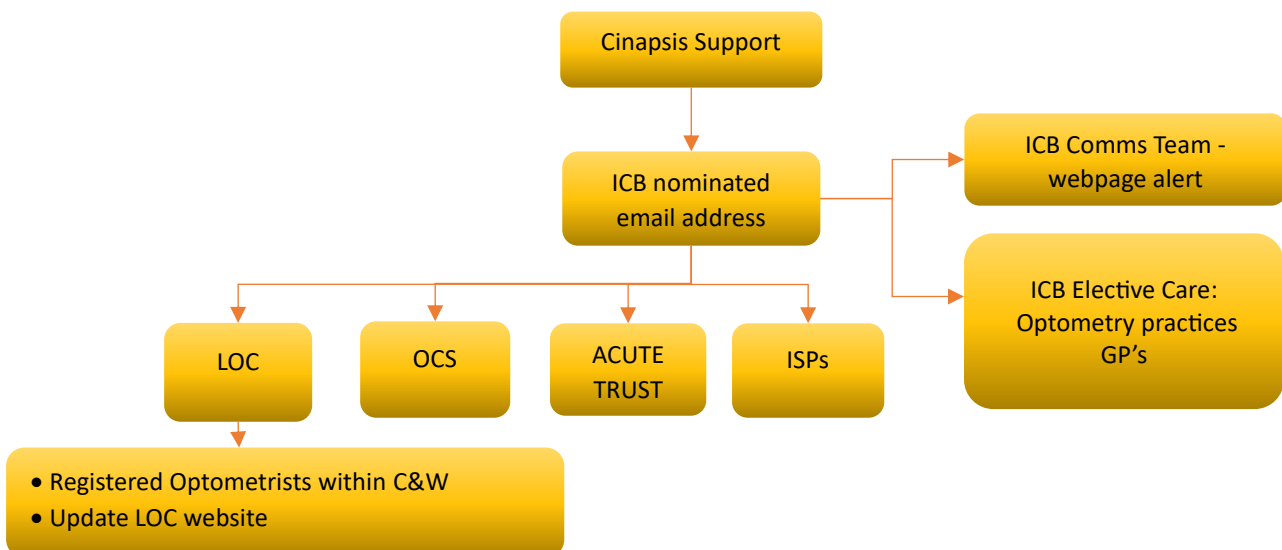
Urgent and routine referrals:

If issues continue to persist beyond 7 days, Optometrists should email all urgent and routine referrals to the OCS hub using email address: **cwicb.cw-ophthalmologyservice@nhs.net**

Emergency referrals should continue to be sent via Swift Queue
https://www.swiftqueue.co.uk/timescreen.php?id=$2y$10$WYSxHSzt2Qq8GrwER0YtlOUreIRTP
YWNsZ/cpb9sUt2moaxFzjUEu&rid=1098

Failure in eRS interface

- Eliminate local IT issues e.g. smartcard permissions, publication status of eRS RAS.
- Check Known Issues - Cinapsis pink banner / system status screen.
- Cinapsis to fix/restore within 24 hours (issue work around in 4 working hours) OR if issue with eRS, OCS Hub and ICB signed up to receive eRS alerts.

If failure is with Cinapsis:
- **For urgent conditions**: Immediately manually upload the referral onto eRS and resolve cases in Cinapsis.
- **For routine conditions:** Hold the referrals up to 7 days until Cinapsis/eRS interface is restored. If issues persist over 7 days, start manually uploading referrals onto eRS and resolve cases in Cinapsis.

If failure is with eRS:
- ICB/OCS hub to follow national guidance for business continuity for eRS.
- **For urgent conditions:** If outage is more than 48 hours, ICB/Hub to liaise with providers for urgent referrals and revert back to email end-points.

Further information on referral pathway can be found on the LOC website: https://www.loc-online.co.uk/coventryandwarwickshire-loc/professionals/referral-pathways/

The OCS hub can be contacted by email **cwicb.cw-ophthalmologyservice@nhs.net** or call **01926 967007**

For non-technical, non-referral related queries about Cinapsis, Coventry and Warwickshire ICB can be contacted by emailing: cwicb.electivecare@nhs.net

For the latest version of this document please visit LOC website